

# TRIAL EXHIBIT 36A

**Summary of call outcomes  
ViSalus marketing campaign contact lists**

<b>Outcome</b>	<b>Winback campaigns</b>	<b>Other campaigns</b>	<b>Total</b>
Answer Machine	1,608,804	44,293	1,653,097
Nuisance Call	186,397	90,203	276,600
No Answer <sup>1</sup>	163,806	8,180	171,986
Disconnected By User	104,354	2,795	107,149
Ring No Answer	70,535	4,446	74,981
OB_No Answer Voice Mail	37,562	15,870	53,432
Network Refusal	34,074	1,512	35,586
OB_No Answer	15,016	1,416	16,432
OB_Hung Up	11,881	41	11,922
OB_Reschedule Call	11,589	16	11,605
Call Busy	8,019	367	8,386
Prospect Not Available	3,031		3,031
Answer Human	456	927	1,383
OB_No	1,176		1,176
In Queue	1,059		1,059
Desktop Error	715	108	823
Agent Didn't Disposition	577		577
SIT Tone	416	27	443
Invalid	421		421
OB_Invalid/wrong number	402		402
Reorder Tone	383	3	386
NO ANSWER VOICEMAIL	348		348
OB_Customer Will Call back	339		339
Invalid Number	260	8	268

<sup>1</sup> Blue highlight = no artificial or prerecorded voice could have played according to Mr. Gidley. See Mr. Gidley's April 4, 2018 declaration.

OB_No off of Visalus	243		243
Attempt Timeout	72	154	226
Re-Schedule Call	163		163
OB_Please Do Not Call	156		156
Call Answered	61	89	150
Completed	149		149
OB_Account On Hold/Review/Closed	135		135
OB_Reschedule call a month out	103		103
OB_Outside Caller Time	47	4	51
Outside Calling Time Zone	1	45	46
OB_Agent has call back	30		30
Callback Postponed	18		18
OB_Yes	16		16
OB_Spanish	15		15
Application Error	12	1	13
Callback Terminated	9		9
OB_Already Purchased	7		7
OB_Does Not Qualify	6		6
OB_Successful	5		5
OB_French	1		1
No outcome listed	884,812	805,670	1,690,482
<b>Total number of calls</b>	<b>3,147,681</b>	<b>976,175</b>	<b>4,123,856</b>
<i>Number of calls where no artificial or prerecorded voice could have played according to Mr. Gidley</i>	<i>396,651</i>	<i>18,795</i>	<i>415,446</i>
Calls to numbers associated with a business	1,816	4,908	6,724